

Optimizing Pharmacy Technicians in the 340B World

Tess Oswalt MS, CPhT, 340B ACE

340B Analyst

340B Compliance Partners

Adrean Jones, BS, CPhT

School Based Health Technician Specialist and 340B Coordinator

Nationwide Children's Hospital

Danielle Pierce, CPhT

Director of Pharmacy Operations

Equitas Health Pharmacy

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DISCLOSURE STATEMENT

- Danielle Pierce, Adrean Jones, Tess Oswalt have no relevant financial relationship(s) with ineligible companies to disclose.

and

- None of the planners for this activity have relevant financial relationships with ineligible companies to disclose.





LEARNING OBJECTIVES

At the completion of this activity, the participant will be able to:

- Discuss the expanded role of pharmacy technicians in 340B
- Identify how technicians can support compliance, auditing, purchasing, and inventory management to optimize program efficiency and sustainability
- Recognize the impact of technicians on cost savings and patient care – learn how technician involvement in 340B operations contributes to financial savings, revenue maximization, and improved patient access to affordable medications



Tech Power

Untapped Resources

What do your technicians do today?

- Data entry
- Filling/Production
- Dispensing medications
- Customer service
- Inventory management
- Telephone management
- Compounding medications
- Robot maintenance
- Insurance/Billing
- Adherence to regulations
- Medication reconciliation



Examples of Technician Knowledge and Skill

Inventory Management

- Appropriate stock and storage of on hand
- Selection of best product

Data Input

- Quality of data into system
- Medical and pharmaceutical terminology

Problem Solving

- Utilization of resources
- Attention to detail and accuracy
- Pharmacy law and regulations



Engagement Stop

What needs do you have in your pharmacy TODAY that technicians can fill?

What are YOU doing to develop your technicians for success in YOUR pharmacy (and beyond)?

The Program

General 340B Program Talk

340B Program – High Level Concept



Auditing

Claim Eligibility
Contract Pharmacy



Inventory

Accumulators
Ordering
Formulary



Reporting

Financial Reports
Stakeholder Reports



Maintenance

Annual Audit
Scheduling
OPAIS

340B Program - Extras

ESP
Submissions

Manufacturer
Restriction
Monitoring

Legislation
and
Advocacy

Pharmacy
Workflow
Challenges

Price
Changes

Provider
Workflow
Challenges

Scope of
Program

Time & Effort



Who are you paying to manage this program?



What is your ROI?



Technicians and Compliance

Improvements in Compliance

Technician-Directed Compliance

Career
Development

Highest
Interactions
with Staff

Immersed in
Data Entry



Policies and Procedures

- Critical for 340B and General Compliance
- Requirement for Organization
- Development Opportunity
- Where Technicians Shine:
 - Experience
 - Pharmacy workflow
 - Knowledge
 - What is and isn't well understood among team
 - Where corners get cut

Training and Development



NECESSARY FOR TEAM
COMPLIANCE



IDENTIFY GAPS IN
BASELINE KNOWLEDGE



IMPROVE TEAM SKILLS

Improved 340B Understanding

Frontline Compliance

- Self-Monitoring
- Corrections

Enhanced Engagement with Clinic

- Capture Rate
- Rx Eligibility

ESP Submissions

Data Reporting

- In-House Claims
- Contract Pharmacy Claims
- Formatting

Manufacturer Restrictions

- Cadence of Uploads
- Data Nuance

Contract Compliance

- Schedule of Contract Requirements
 - Renewals
 - Submissions
 - Reporting
- External Audits
 - Scheduling
 - Data Gathering
- Creating Cheat-Sheet
 - Summary of Contracts
 - TPA Eligibility Rules



Technicians and Auditing & Reporting

Ensuring Accuracy

Technician-Directed Auditing



Enhanced Data Analysis

Leads to improved data entry



Workflow Inefficiency Detection

Results of workflow from administrative standpoint

Eligibility Audit

Reviewing Claims

- In-House
- Contract Pharmacy

Training Frontline Team

- Common Errors
- Risk Reduction

Manufacturer Restrictions

- Ensuring Eligible Use for Replenishment

TPA Breakup (In-House)

- Internal Audits Occurring Regularly

General Auditing

Ensuring
correct OPAIS
information

Accumulators

Third Party
modifiers

Reimbursement

Contract
obligations

Replenishment

Data Reporting

- C-Suite Reports
- 340B Usage
- 340B Revenue
 - By Drug
 - By Plan
 - By Patient
 - By Provider/Clinic





Engagement Stop

What are your biggest pharmacy expenses?

What could you change to manage those expenses?

Technicians and Inventory

Keeping Inventory Right

Technician- Managed Inventory

Highest Shelf Touches

- Filling
- Data Entry
- Stocking
- Expirations

Returns

Reimbursement

- Real-time remittance

Usage Knowledge

Example Inventory Goals



Decreased Holding Costs

Adjusting Reorder Points



Appropriate Stock

Virtual Replenishment

Physically Separated



Best Price

340B Margins

Mixed-Use Product Selection

- Preferred Generics

General Inventory and Auditing

- Quarterly 340B Price Changes
- Sliding Fee Scale
- Replenishments
- Holding Costs / Inventory Valuation



Technicians and Access

Increasing Patient Access

Patient Experience



HIGHEST INTERACTIONS
WITH TECHNICIANS



MOST COMMUNITY
CONNECTIONS ARE WITH
TECHNICIANS



CASH REGISTER
DISCUSSIONS ABOUT
AFFORDABILITY

Technician Knowledge

Barriers to Care

Financial Limitations

Demographics

340B Eligible Clinics/Providers

Seat at the Table

- Meeting with administrative staff
- Input on sliding fee scale
- Engagement with clinical staff
- Advocacy



Technicians and Revenue

Financial Benefits

Revenue Generation



Inventory

Decreased holding costs



Reimbursement

Best NDC selections



Additional Claims

Stronger connections with clinical team
Improved capture rate



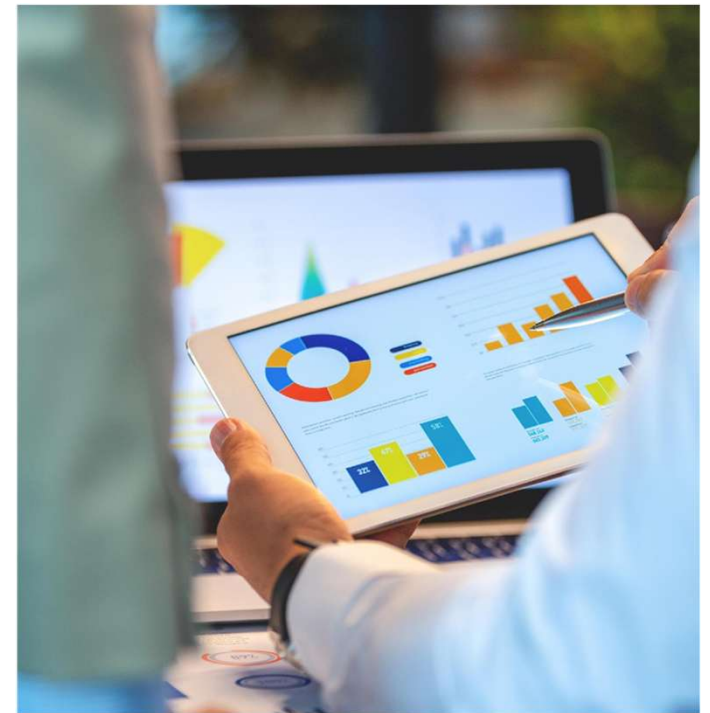
FTE Costs

Who is currently managing your program?



TPA Breakup

Let your team shine



Engagement Stop

How can you identify pharmacy technicians to help maintain your pharmacy 340B program?

What tools can you use to help develop your technician(s) to provide a bigger role in your 340B program?



Training Resources

- Apexus 340B University
- 340B Community
- Conferences



NEED MORE INFORMATION?

Tess Oswalt MS, CPhT, 340B ACE

toswalt@rxconsultsinc.com

Adrean Jones, BS, CPhT

[\(Adrean.Jones@nationwidechildrens.org\)](mailto:Adrean.Jones@nationwidechildrens.org)

Danielle Pierce, CPhT

daniellepierce@equitashealth.com



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